

ABSTRACT

A system for contacting a first user using a packet-switched communication is provided that includes:

- 5 (a) a network server 176 operable to receive, by means of a packet switched network, a request from a second user for graphical information associated with the first user; and
- (b) a resource manager 184 operable (i) to provide the second user with the graphical information, wherein the graphical information comprises one or more fields for receiving an inputted text message for the first user and a plurality of communication options for transmission of the inputted text message to the first user, the plurality of communication
- 10 options being a plurality of an email, a facsimile, a voice mail, an instant message, a pager, and a telephone call and (ii), when the second user selects one or more of the plurality of communication options, provide the text message to the first user by means of the selected one or more communication options.